



## **Northern Arizona Intergovernmental Public Transportation Authority**

3773 N. Kaspar Drive • Flagstaff, AZ 86004 • 928-679-8900 • FAX 928-779-6868 • [www.naipta.az.gov](http://www.naipta.az.gov)

### **COCONINO COUNTY TAXI VOUCHER PROGRAM**

#### **WHAT IS THE COCONINO COUNTY TAXI VOUCHER PROGRAM?**

The Coconino County Taxi Voucher Program is a taxi voucher subsidy program for Coconino County residents who live outside of Flagstaff city limits and qualify for our Mountain Lift program. The purpose of this program is to provide a transportation alternative that is within the control of the client, is flexible and relatively affordable. This program is not intended to serve all people or all trips but is intended to give clients another option for their trips. Wheelchair users and those needing special assistance may need to access a different program and can contact the NAIPTA office for more information.

#### **WHO IS ELIGIBLE?**

Mountain Lift clients who reside outside Flagstaff city limits but within Coconino County are eligible to participate in the Coconino County Taxi Voucher program.

#### **WHAT ARE TAXI VOUCHERS?**

A taxi voucher is a subsidized form of payment for a taxi ride which begins or ends within Coconino County. All vouchers expire 30 days from the date of issuance. Each voucher is preprinted with the participant name, participant identification number, expiration date and a maximum voucher value of \$30.00. There are spaces to write in the pick-up and drop off address, number of passengers, date and time, metered fare amount, number of miles for the one way trip and trip purpose. The participant and the driver must sign each voucher.

#### **HOW DO I ORDER TAXI VOUCHERS?**

To order taxi vouchers please call 928-679-8911. Participants may order at no charge, up to twelve vouchers per month or 30 days from the last order date. Participants must call each month to order their vouchers as they will not be sent out automatically.

#### **HOW DO I USE A TAXI VOUCHER?**

Contact a taxi provider from the list of participating companies to schedule a ride.

Present your Mountain Lift ID card or a picture ID when requested and one voucher. Please be sure the voucher has not expired. Fill out the address at which you are being picked up and the address at which you are being dropped off, as well as the trip purpose. Be sure to sign the voucher either on the front or the back.

The driver should check the expiration date and fill out the number of passengers, trip date, time, miles and fare amount shown on the meter. The driver's signature is also required.

Each voucher may be used for one trip only, which is one origin to one destination. Each time a stop is requested, a new voucher must be presented to the driver.



*Getting you where you want to go*



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If the cost of the trip exceeds the value of the voucher, the client is responsible for the remaining amount. A client may offer a tip which is paid to the driver in cash. A customary tip is 15% of the metered fare.

### **PROGRAM MISUSE**

The following constitutes misuse of the voucher program:

- Giving or accepting expired vouchers.
- Giving or accepting more than one voucher per one way trip.
- Using one voucher for a round trip, wait times or interim stops.
- Altered vouchers by either client or driver.
- Refusal by client to pay his/her share of the fare.
- Use of vouchers by anyone other than client designated on the voucher.
- Selling or trading of any voucher.

Misuse of a NAIPTA voucher by a participant or taxi provider will result in a written reminder of the importance of complying with these guidelines. If a participant accrues three violations under this program, s/he may lose the right to participate in the Coconino County Taxi Voucher program. Drivers and taxi providers will not be reimbursed for any altered or expired vouchers, wait times, round trips on one voucher or interim stops.

NAIPTA retains the right to modify the Coconino County Taxi Voucher program at any time due to budget and /or other constraints.

### **GENERAL GUIDELINES AND LIMITATIONS**

#### **TRIP SCHEDULING**

Program participants are responsible for arranging their own taxi trips. Vouchers may be used with any of the providers listed on page 4. This list is provided with the first set of vouchers and is updated as needed. To request an updated list, please contact NAIPTA at 928-679-8911.

To arrange a trip, select a taxi provider from the list for each one-way trip. Call the taxi provider to make the reservation, giving the operator as much detail as possible, such as physical assistance required, special physical accommodations, wheelchair or walker transport, guide dog transport. Drivers do not have special training. If a higher level of service is required, participants should call the NAIPTA office for more information.

Most taxi operators can give the passenger an estimate of the cost of the fare.



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### **TRIP SCHEDULING CONTINUED**

Participants should not arrange for several taxi providers to pick up for the same trip. Calling several providers, making multiple reservations, and using the first taxi that arrives could result in taxi providers refusing service. Taxi providers are not under contract; participation is voluntary and subject to change.

NAIPTA will not pay for “no-show” fees and program participants are held accountable for their own “no-shows”. Participants should inform the taxi provider of any cancellations or schedule changes. Taxi providers may choose not to provide service to people with histories of no-shows.

Participants are required to either **begin or end** their one-way taxi rides in Coconino County. Interim stops are not permitted in this program nor will NAIPTA pay for taxi “wait” charges. Wait time is when the passenger asks the driver to wait or when the driver begins the meter prior to the participant being in the taxi.

NAIPTA will pay for only one trip as described on the voucher; no other stops may be served with the same voucher. Participants should not give the driver any additional vouchers. Participants are to call 928-679-8927 to report any driver requesting or demanding more than one voucher per each one-way ride.

### **TAXI PROVIDERS**

Participants have a right to expect prompt service from the taxi provider and should request an estimated arrival time. If a taxi provider fails to pick up program participants, participants must work directly with the taxi provider to resolve the issue, or they may want to call a different provider.

### **GRATUITY OR BUSINESS FEE**

NAIPTA pays a 15% fee on fares up to the \$30.00 value of the voucher to the taxi provider. It is the participant’s decision to tip or not tip the taxi operator. Whether the fee paid by NAIPTA is passed on to the taxi operator is a business decision between the operator and employer.

### **VOUCHER EXCHANGES/RETURNS**

NAIPTA will not accept voucher exchanges or returns. There will be no refunds. If vouchers are not used during the 30-day time period, they expire and should be destroyed. Drivers and taxi providers will not be reimbursed for expired vouchers.

### **PARTICIPANT RESPONSIBILITY**

Participation of Mountain Lift clients and taxi providers in the Mountain Lift Taxi Voucher program is voluntary. It is not the responsibility of NAIPTA to mediate between the Coconino County Taxi Voucher passenger and the taxi providers.



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### **PARTICIPANT CODE OF ETHICS**

Mountain Lift Taxi Voucher participants shall behave courteously and respectfully at all times. Abusive language, profanity (either in language or gestures), disorderly conduct, or harassment of any kind will not be tolerated. Users exhibiting inappropriate behavior may lose the right to participate in the Mountain Lift Taxi Voucher program.

### **TAXI PROVIDERS THAT ACCEPT VOUCHERS**

*\*All providers listed offer 24 hour service\**

- Apex Taxi 779-0000
- Better Taxi 522-3232
- Friendly Cab 774-4444
- Hurry Cab 525-3333
- Sun Taxi 779-1111
- Williams Taxi 928- 635-1111

Call 928-679-8911 to place a taxi voucher order, or call Randall Biles, Mountain Lift Operations Manager at Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) 928-679-8927 to request additional information.



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